Have health questions? Easy access to health information is just a phone call away!

Health concerns don’t follow a 9-to-5 weekday schedule. Sometimes you need answers to your health questions right away — and that can be the middle of the night or while you’re away on vacation. That’s why the 24-Hour Nurse HelpLine is there for you and your family, 24 hours a day, seven days a week.

Call toll free at 1-800-700-9184 for English or 1-855-658-9250 for Spanish. TTY users can call 711 and Press 2 to speak to a registered nurse for assistance about a health situation or just to hear a reassuring voice. Isn’t it nice to know you can get accurate, confidential answers to your health questions right away?

Do you want to know more about a health concern, but don’t want to talk about it over the phone? That’s no problem. If you prefer, you can call and listen to recorded messages about more than 300 health-related topics in English and Spanish by accessing the 24/7 Nurse HelpLine AudioHealth Library. See the next page for a full list of topics that are available 24 hours a day.

1-800-700-9184 for English or 1-855-658-9250 for Spanish
TTY: 711
Nurse HelpLine AudioHealth Library

- To reach the NurseLine AudioHealth Library, just call **1-800-700-9184** for English, or **1-855-658-9250** for Spanish, and **Press 3**. TTY users can call **711** and **Press 3**.
- Enter the **4-digit topic number** followed by the # sign.

### Abdominal Problems
- 1600 Appendicitis
- 1451 Constipation
- 1618 Crohn’s Disease
- 1260 Dehydration
- 1452 Diarrhea Medications
- 1605 Diverticulosis
- 1402 Food Poisoning
- 1608 Gallstones
- 2154 Gallbladder Surgery
- 1612 Gastroesophageal Reflux Disease (GERD)
- 1610 Heartburn
- 1952 Hepatitis A
- 1403 Hernia
- 1603 Inflammatory Bowel Disease
- 1611 Irritable Bowel Syndrome
- 2576 Kidney Stones
- 1462 Nausea and Vomiting
- 1609 Rectal Problems
- 1613 Ulcers
- 2257 Urinary Incontinence
- 1291 Urinary Tract Infections in Teens and Adults

### Allergies
- 1000 Allergies
- 2770 Drug Allergies
- 1002 Food Allergies
- 1007 What About Allergy Shots?

### Back and Neck Pain
- 1450 Low Back Pain
- 1463 Herniated Disk
- 1457 Neck Pain
- 2174 Should I Have Surgery for a Herniated Disk?

### Bone, Muscle and Joint Problems
- 1030 Arthritis

### Cancer
- 1105 Cancer Pain
- 1110 Colon Polyps
- 1113 Colorectal Cancer
- 1120 Women’s Cancers
- 1124 Lung Cancer

### Chest, Respiratory and Circulatory Problems
- 1981 Asthma in Teens and Adults
- 1908 Atrial Fibrillation (irregular heartbeats)
- 1983 Bronchitis
- 1915 Cardiac Rehabilitation
- 1903 Causes of Heart Attack
- 1900 Chest Pain
- 1976 Chronic Obstructive Pulmonary Disease (COPD)
- 1400 Colds
- 1907 Heart Failure

### Chronic Conditions
- 1060 ALS (Lou Gehrig’s Disease)
- 1061 Alzheimer’s Disease
- 1071 Dementia
- 1950 Chronic Fatigue Syndrome
- 2570 Chronic Kidney Disease
- 1063 Epilepsy
- 1909 High Blood Pressure
- 1832 High Cholesterol
- 2623 Iron Deficiency Anemia
- 1959 Living with HIV Infection
- 1065 Multiple Sclerosis
- 1066 Parkinson’s Disease
- 1512 Prediabetes
- 2550 Hypothyroidism
- 1508 Type 1 Diabetes
- 1500 Type 2 Diabetes
- 1501 Type 2 Diabetes: Living with Complications
- 1502 Type 2 Diabetes: Living with the Disease
- 1503 Type 2 Diabetes: Recently Diagnosed

### Ear, Nose and Throat
- 1453 Benign Paroxysmal Positional Vertigo
- 1264 Ear Infections
- 1640 Earwax
- 1646 Hearing Loss
- 1641 Inner Ear Infection (Labyrinthitis)
- 1644 Meniere’s Disease
- 1643 Swimmer’s Ear

### Eye Problems
- 1516 Diabetic Retinopathy
- 1700 Eye Problems
- 2152 Cataract Surgery
- 1709 Cataracts
- 1710 Color Blindness
- 1703 Contact Lenses
- 1708 Pink Eye
- 1705 Eye Injuries
- 1717 Floaters and Flashes
- 1712 Glaucoma
- 1711 Macular Degeneration
- 1716 Should I Have Surgery for Nearsightedness (laser surgery)?
- 1713 Strabismus
- 1707 Styes
- 1702 Vision Tests

### First Aid and Emergencies
- 1750 Animal and Human Bites
- 1761 Burns
- 1255 Choking Rescue Procedure
- 1762 Cuts
- 2337 Frostbite
- 1901 Heart Attack
- 1759 Heat Exhaustion and Heat Stroke
- 2256 Hypothermia
- 2203 Rescue Breathing and CPR
1751 Insect and Spider Bites and Stings
1458 Nosebleeds
1763 Poisoning
1764 Puncture Wounds
1766 Removing Splinters
1752 Snake Bites
1067 Stroke
1754 Tick Bites

Headaches and Nervous System Problems
1062 Bell’s Palsy
1515 Diabetic Neuropathy
1068 Guillain-Barré Syndrome
1064 Encephalitis
1405 Migraine Headaches
1404 Tension Headaches

Home Health Medicines and Supplies
2000 Bulking Agents and Laxatives
2007 Cold and Allergy Remedies
2003 Cough Preparations
2002 Decongestants
1270 How to Take a Temperature
2001 Pain Relievers
1758 Self-Care Supplies

Infant and Child Health
1250 ADHD
1251 Bed-wetting
2753 Bottle-feeding
1254 Chickenpox
1278 Childhood Rashes
1256 Circumcision
1257 Colic
1258 Croup
1261 Newborn Rashes and Skin Conditions
1080 Dyslexia
2436 Fetal Alcohol Syndrome
1253 Fever, Age 3 and Younger
1267 Fifth Disease
1268 Growth and Development of the Newborn
1269 Hand-Foot-Mouth Disease
1837 Healthy Eating for Children
1272 Impetigo

1274 Measles
1275 Mumps
1280 Pinworms
1259 Reye’s Syndrome
1283 Roseola
1284 Rubella (German Measles)
1287 Sudden Infant Death Syndrome (SIDS)
1288 Teething
1247 Temper Tantrums
1292 Thrush
1289 Thumb-Sucking
1290 Toilet Training
1293 Urinary Tract Infections in Children

Infectious Diseases
1408 Avian Influenza (Bird Flu)
1951 Infectious Mononucleosis
1956 Tuberculosis
1965 West Nile Virus

Living Healthy
1279 Immunizations
1295 Early Disease Detection
1830 Healthy Lifestyle
1831 Dietary Guidelines for Americans - 2005
1833 Fitness
1834 Healthy Weight
1835 Mind-Body Connection
1838 Alcohol and Drug Problems
1841 Be Tobacco-Free
1853 Healthy Eating
1964 Stress Relief Relaxation Skills
2204 Travel Health
2428 Treatment for Alcohol Problems
2435 Teen Alcohol and Drug Abuse

Medical Tests and Procedures
1506 Home Blood Sugar Monitoring
1532 Exercise Electrocardiography (Stress Test)
1533 Complete Blood Count (CBC)
1534 Chest X-ray
1535 Chorionic Villus Sampling
1536 CT Scan of the Body
1537 Electroencephalogram (EEG)
1538 Electrocardiogram (EKG or ECG)
1539 Electromyography (EMG)
1540 Barium Enema
1541 Upper Gastrointestinal (GI) Series
1542 Magnetic Resonance Imaging
1546 Lung Function Tests
1547 Abdominal Ultrasound
2156 Dilation and Curettage for Menopause
2157 Episiotomy
2158 Surgery for Hemorrhoids
2159 Hernia Surgery
2160 Hip Replacement Surgery
2162 Knee Arthroscopy
2163 Knee Replacement Surgery
2164 Laparoscopy
2165 Ear Tubes
2171 Tonsillectomy and Adenoidectomy
2503 Shared Decisions About Surgery

Men’s Health
1128 Prostate Cancer
1545 Prostate-Specific Antigen Test (PSA Test)
2031 Hair Loss
2032 Erection Problems
2034 Benign Prostatic Hyperplasia (Enlarged Prostate)
2036 Male Genital Problems and Injuries
2167 TURP for BPH
2173 Vasectomy – Permanent Sterilization

Mental Health Problems and Mind-Body Wellness
1069 Bipolar Disorder
1070 Schizophrenia
1061 Alzheimer’s Disease
1071 Dementia
1230 Domestic Violence
1240 Child Abuse and Neglect
1845 Stress Management
2051 Obsessive-Compulsive Disorder
2052 Anorexia Nervosa
2053 Bulimia Nervosa
2055 Panic Attacks and Panic Disorder
2057 Depression
2059 Grief
2063 Social Anxiety Disorder
2066 Suicide

Partnership with Your Doctor
1202 Caregiver Tips
1800 Making Wise Health Decisions
1801 Work in Partnership with Your Doctor
1802 Finding a Doctor Who Will Be a Partner

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Empire BlueCross BlueShield is a Medicare Advantage Organization and a Prescription Drug Plan with a Medicare contract. Enrollment in Empire BlueCross BlueShield depends on contract renewal.

This information is not a complete description of benefits. Contact the plan for more information. Limitations may apply. Benefits may change upon renewal.

The information contained in this program is for general guidelines only. Your doctor will be specific regarding recommendations for your individual circumstances. Trade names of commonly used medications and devices are provided for ease of education but are not intended as particular endorsement. Your doctor may choose to use items not represented here. Recommended treatments may not be covered under your health plan.

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